



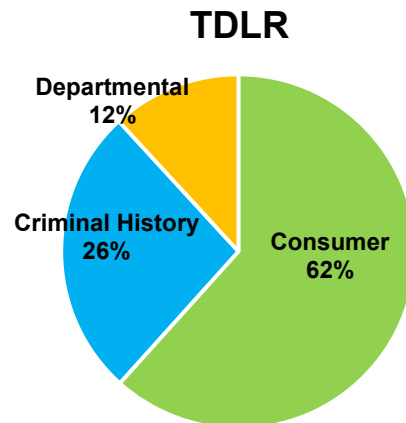
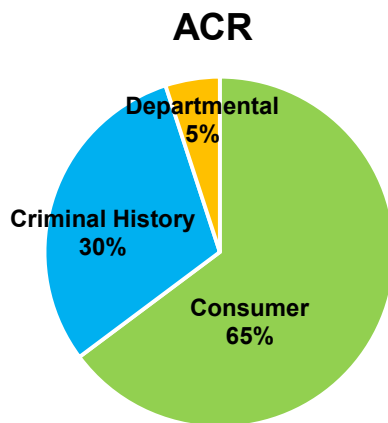
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	50,207	848,268
Complaints Received	2,867	32,655
Cases Opened	895	10,121
Cases Closed	896	9,335
Average Time to Close (days)	292.04	209.86
% of Cases Resolved Within 6 Months	55.58%	60.00%
% of Cases Resulting in Disciplinary Action	9.71%	13.41%
Open Cases Pending at End of Fiscal Year	736	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	10	134
Number of Contested Cases Heard at SOAH	6	67
Formal Case Outcomes	ACR Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	2	44
Default Orders	62	455
Agreed Orders	33	711
Average Penalty Assessed on Orders	\$3,877.58	\$2,124.56
Total Penalties Assessed	\$376,125.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	9	103
Licenses Suspended (Disciplinary)	2	8
Licenses Denied/Suspended/Revoked (Criminal History)	17	240
Cases Heard in District Court	0	1
Informal Case Actions	ACR Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$51,316.79	\$192,825.53
Warning Letters	185	1,768
Other Informal Resolutions	606	6,208
Cease & Desist Orders	1	19

### Source of Cases Opened Fiscal Year 2021





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top 10 ACR Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	196
Mechanical integrity code issue	158
Contracting without a license	145
Misrepresentation of service	45
Advertising without a license	38
Required information not on proposal or invoice	23
Fraudulent statement	22
No license number in ad	19
No license number on invoice	12
Failed to provide invoice to consumer	8

**ACR Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Allowed another to use license	5
Used a license not assigned to company	3
Failed to comply with an order	3
Misrepresentation of service	2
No license number on invoice	1
Fraudulent statement	1
Contracted outside scope of license	1
Obtained license by fraud	1
Advertising without a license	1